



## **Vacancy Announcement**

### **Bilingual Case Manager- Healthy Start New Orleans**

To apply, email cover letter, resume and completed application form to Karmen McKinley, [klmckinley@nola.gov](mailto:klmckinley@nola.gov) or fax to (504) 658-2680.

**Supervisor: Social Services and Healthcare Manager**

**FLSA: Non-Exempt**

**Revised Date: December 2012**

**Work Status: Full Time**

#### **DUTIES AND RESPONSIBILITIES:**

1. Candidate must be fluent in Spanish.
2. Conduct client home visits, prenatal, postpartum, mental health and/or newborn assessments for well clients
3. Complete client intake procedures, data entry and documentation of case management services
4. Teen Male Involvement and Bilingual Case managers plan and facilitate/co-facilitate parenting, prenatal and/or Support Groups to clients as scheduled.
5. Refer clients to and advocate for clients to ensure they receive appropriate benefits and/or services and facilitate client entry and linkage to professional services.
6. Attend team meetings, staff meetings, educational training sessions and health fairs as directed
7. Ensure all necessary information is thorough and accurate, all documents and evaluations are in the chart after each contact with the client
8. Develop or assists in the development of additional community resources as indicated by the needs of the clients
9. Schedule and completes contact with clients and coordinate services and conduct reassessment activities when indicated by clients' needs or lack of progress in achieving desired outcomes
10. Facilitate discharge and/or transition from service systems and assigned client levels
11. Provide weekly activity reports describing job related activities insofar as they tie into data indicators
12. Provide the provision for nutritional supplements, contraceptives, pre/post natal care, personal care, and baby items on an as needed or incentive basis with the Program Director, Community Relations Director, Administrative Personnel coordinator and Operations Manager.
13. Maintain knowledge of application rules, regulations, policies, laws and guidelines that impact personnel and administrative issues for the city and HSNO; develop internal controls that promote adherence to applicable state/federal laws, and program requirements; and seek advice and guidance as necessary to ensure proper understanding



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14. Provide excellent customer service for both internal and external customers; approach all encounters with a warm, professional greeting and assists to problem solve whenever necessary; and recognizes when an issue needs further attention from a supervisor and inform management so that the problems can be addressed in a timely manner
15. Additional duties, as needed.